

AMENDMENTS TO CLAIMS

Listing of Claims:

1. (Currently Amended) Apparatus for controlling a plurality of agent stations in a contact center, said apparatus comprising:

C a switch, for running contact center applications software and for controlling agent stations and facilitating switching between agent stations and customers or other agent stations;

a Private Branch Exchange (PBX) for controlling agent stations and for facilitation switching between said agent stations and said customers or other agent stations;

wherein the switch and the PBX are mutually exclusive with respect to controlling agent stations such that each of the agent stations is controlled by either the switch or the PBX at any given time; and

control means for determining whether a particular agent station should be controlled by said PBX or said switch, and for allocating said control.

2. (Original) The apparatus of claim 1 wherein said control means

is contained within said switch.

3. (Original) The apparatus of claim 1 wherein said control means relies at least in part on a message sent from a particular agent in order to determine whether said particular agent should be controlled by either the PBX or the switch.

C 4. (Original) The apparatus of claim 3 wherein said control means maintains a table indicative of which of said agent stations are presently being controlled by said switch, and which are being controlled by said PBX.

5. (Original) The apparatus of claim 1 wherein said control means allocates control to said PBX for some duration and then allocates control to said switch for some duration.

6. (Original) The apparatus of claim 1 wherein said allocation is dynamic, said control being changed repeatedly from said PBX to said switch during operation.

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7. (Currently Amended) Apparatus for implementing a contact center comprising:

a PBX, for switching contacts within said contact center, and
for controlling agent stations;

a switch, for switching contacts within said contact center,
and for controlling agent stations;

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wherein the switch and the PBX are mutually exclusive with
respect to controlling agent stations such that each of the agent
stations is controlled by either the switch or the PBX at any
given time; and

a central processor, said central processor comprising means
for controlling whether said switch or said PBX is responsible for
controlling and switching said contacts within said contact center
to and from any particular agent.

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8. (Original) The apparatus of claim 8 wherein said switch further
comprises means for running software contact center applications,
said applications being implemented in contacts controlled by said
PBX as well as in contacts controlled by said switch.

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9. (Original) The apparatus of claim 8 wherein said means for

controlling comprises apparatus for temporarily changing a particular agent contacts from being controlled by said PBX to being controlled by said switch for the purpose of a single contact or portion thereof.

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C 10. (Original) Apparatus of claim 8 wherein said means for controlling comprises apparatus for temporarily changing a particular agent contacts from being controlled by said switch to being controlled by said PBX for the purpose of a single call.

Claims 11-12 (Previously Cancelled)

13. (Currently Cancelled) ~~A switch for use in a contact center comprising:~~

~~— control means for instructing a PBX as to which of a~~

~~plurality of agents said PBX is responsible for controlling,~~

~~— switching means for switching contacts to and from agents,~~

~~the control of which is not done by the PBX.~~

14. (Currently Amended) The switch of claim 12 wherein said control means dynamically varies, during system operation, which

agents are controlled by said PBX.

1.2 ~~15.~~ (Currently Amended) A method of switching contacts through a contact center to an agent comprising:

determining, for a particular agent, which of either a PBX or other switch should control the particular agent, wherein the PBX and the switch are mutually exclusive with respect to controlling the particular agent such that each of the agent is controlled by either the switch or the PBX at any given time; and

after said determination, switching said contact through to said agent via either the PBX or the switch, as said determining step requires.

~~16. (Currently Cancelled) A method of controlling an agent station in a contact center, the method comprising steps of:~~

~~— logging on from the agent station and specifying, during said logon, which of a plurality of at least two switching means should control switching to and from said agent; and~~

~~— during operation of said center, controlling said agent station by a different one of said at least two switching means temporarily.~~

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17. (Currently Cancelled) ~~The method of claim 16 wherein one of said switching means is a contact center having software applications and another of said switching means is a PBX.~~

Claims 18-27 (Previously Cancelled)